



221 East Hickory Street PO Box 3248 Mankato, MN 56002-3248

June 27, 2012

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street W
Washington, DC 20554

Administrator
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, DC 20036

Toll-Free: 866.442.5679
Phone: 507.387.1151

www.hickorytech.com
Nasdaq: HTCO

Executive Secretary
Iowa Utilities Board
1375 E. Court Avenue, Rm. 69
Des Moines, IA 50319

RE: WC Docket 10-90
Reporting Requirements Pursuant to 47 CFR §54.313(a)(2) through (a)(6) and (h)

The attached information is being submitted by Heartland Telecommunications Company of Iowa dba HickoryTech (Study Area Code 351096) pursuant to WC Docket 10-90, as specified in Public Notice DA 12-279 released on May 8, 2012.

I may be contacted at 507-386-3667 should there be any questions.

Sincerely,

A handwritten signature in blue ink that reads 'Carrie Rice'.

Carrie Rice
Regulatory Affairs Manager

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6), (h)

WC Docket No. 10-90

§ 54.313(a)(2) - Outage Reporting

My company collected this information pursuant to state utility commission requirement.
A copy of the submitted report is attached.

§ 54.313(a)(3) - Unfulfilled Service Requests

My company collected this information pursuant to state utility commission requirement.
A copy of the submitted report is attached.

§ 54.313(a)(4) - Customer Complaints per 1,000 Connections

My company collected this information pursuant to state utility commission requirement.
A copy of the submitted report is attached.

§ 54.313(a)(5) - Service Quality Standards and Consumer Protection Rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) - Ability to Function in Emergency Situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to re-route traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

§ 54.313(h) - Local Rate Floor Data

Office of Management and Budget Rate Floor Data Collection Form, control no. 3060-0986 is attached.

I certify that I am an officer of the reporting carrier and that to the best of my information, the information contained herein is accurate.



[Signature of Corporate Officer]

Carol Wirsbinski

[Printed Name of Corporate Officer]

Date: June 26, 2012

President

[Title of Corporate Officer]

Rate Floor Data

RATE FLOOR DATA COLLECTION - OMB Control Number 3060-0986

Block 1 - Contact Information

ROW #	DATA ELEMENT		FORMAT OF REQUESTED DATA	RESPONSE
1	Carrier Study Area Code		6 numeric digits	351096
2	Carrier Study Area Name		alpha characters	Heartland Telecommunications Company of Iowa dba HickoryTech
3	Service Provider Identification Number		9 numeric digits	143002730
4	Residential Local Service Charge Effective Date		mm/dd/yyyy	6/1/2012
5	Contact Name		alpha characters	Carrie Rice
6	Contact Telephone Number (include area code)		9 numeric digits	507-386-3667
7	Sheet number		numeric digit(s)	1
8	Total Number of Sheets		numeric digit(s)	1

Block 2 - Resid

	Column 1 Residential Local Service Charge	Column 2 State Subscriber Line Charge	Column 3 State Universal Service Fee	Column 4 Mandatory Extended Area Service Charge	Column 5 Loops
9	\$15.00	\$0	\$0	\$0	7607

Certification of Officer as to the Accuracy of the Data Reported for the Rate Floor Data

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the actual rate floor data reported; and, to the best of my knowledge, the information reported on this form is accurate.

Signature of authorized officer <i>Carol Wirsbinski</i>	Date: June 26, 2012
Printed name of authorized officer: Carol Wirsbinski	
Title or position of authorized officer: President	
Telephone number of authorized officer: (612) 236-1001	
Study Area Code of Reporting Carrier: 351096	



**Proposed ETC Certification Reporting Form
Quality of Service Reporting due May 1, 2012
Reporting Period January 1 - December 31, 2011**

CONFIDENTIAL

FCC Outage Reports - 199 IAC 39.5(5). Each ETC shall file copies of all FCC outage reports it filed with the FCC. The copies will be filed as confidential pursuant to the provisions of 199 IAC 1.9(5)"c."

Number of Service Outages Reported to the FCC: 0

(Please file copies of reports filed with the FCC as separate documents in your electronic filing)



Proposed ETC Certification Reporting Form
Quality of Service Reporting due May 1, 2012
Reporting Period January 1 - December 31, 2011

Unfilled Requests for Service - 199 IAC 39.5(6). The number of requests for service from potential customers that were unfulfilled for over five days during the past year.

Number of Requests for Service for Potential Customers that were unfulfilled during the reporting Period: 0

Complaints - 199 IAC 39.5(7). The number of complaints per 1000 handsets or lines. ETCs serving fewer than 1000 handsets or lines shall report the actual number of complaints.

Number of Complaints per Thousand Handset or Lines: .212

(If less than 1000 handsets/lines, Please provide information as number of complaints per number of handsets or lines. Complaints are defined as complaints from Iowa customers located within the carrier's Iowa ETC designated area and received by the carrier, regarding the provisioning of the required supported services outlined in Iowa Admin. Code Ch. 39.2(1), or complaints regarding unauthorized changes in service.)